





# Exhibit D

**David Flynn** \$0.00  
Set a status





**cb9** 

All **People** Messages Web Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants



Skype directory





**David Pirtle - VP of Enterprise En**  
6 mutual connections  
cb911david  
Clearwater, United States


**Eric Dinchev - CB911**  
2 mutual connections  
live:e.dinchev




**Benita CB911**  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States

More


**Brightree | CB911**   
5 participants




 **anthony pugliese** has made the chat history visible to everyone







 **anthony pugliese** added  **David Flynn**,  **Ben Scrancher** to this conversation


**Invite More People**



 **anthony**, 10:48 AM  
Ben, meet David from Bright tree 😊


 **Ben**, 11:08 AM  
Thanks @anthony 😊  
David - great to meet you! 😊  
Anthony and I were looking at your statistics earlier and would like to have a chat sometime soon to suit you 😊  
Are you around tomorrow morning? 😊

11:10 AM  
Pleasure to meet you. How's 11:00 AM PST. I'm free later as well.

 Type a message     

**David Flynn** \$0.00  
Set a status

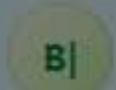



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
Skype directory





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More


**Brightree | CB911**   
5 participants





**Profile** 


 **Brightree | CB911**


5 PARTICIPANTS


 **Add participants**

 **Mark Jacula**


 **Melissa Fitzsimmons**

 **Mike**

 **Rick Rude**


 **David Flynn**

GROUP GALLERY




visible to everyone






an **Scrancher** to this

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 Type a message







Skype [27]




David Flynn

\$0.00

Set a status



cb9



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Start call

Invite More People



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Thanks @anthony 😊


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Anthony and I were looking at your statistics earlier and would like to have a chat sometime soon to suit you 😊

Are you around tomorrow morning? 😊

11:10 AM

Pleasure to meet you. How's 11:00 AM PST. I'm free later as well.




Ben, 11:39 AM


Hey david! I'm based in London so 8 hours ahead of you. If there's anyway that we could do earlier that would be awesome. If not we'll make it work! 😊






11:45 AM


Sure give me a time that works for you and I'll be there.






Ben, 11:51 AM


 Type a message





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


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**Ben, 11:51 AM**


Awesome thanks. How's 9am? 


**Ben, 12:03 PM**


Yeah that's great 


**Ben, 11:51 AM**


Can we do 8:00?

**Ben, 12:03 PM**

Yeah that's great 

**Ben, 12:03 PM**

Yeah that's great 

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**Ben, 12:03 PM**

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**Ben, 12:03 PM**

Yeah that's great 



B | Brightree | CB911 ⚙️  
5 participants

Sounds great

Thursday, September 26, 2019

10:10 AM

 anthony, 11:39 AM

Hey Ben you around?

 Ben, 1:25 PM

Hey guys

Sorry been at an event all day

David we've had clients working with Johnny for over 3 years

Never had a complaint so far

1:26 PM

Ok. We just wired \$300k so we're off and running.

☺ Type a message

B | Brightree | CB911 ⚙️  
5 participants






Thursday, October 3, 2019

Friday, October 4, 2019

Ben, 6:29 AM  
Yeah that's cool 😊

 David Flynn added  Rick Rude to this conversation





B | Brightree | CB911 ⚙️  
5 participants


Rick, 6:43 PM



Guys I'm still having huge issues with this alert system


Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
NA	2019-10-05 00:00:00	2019-09-23	198.70	401532xxxxxx4439	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-07	198.70	511786xxxxxx0638	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx1095	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-15	198.70	426684xxxxxx6507	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx0606	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	201.68	446540xxxxxx2896	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	69.99	438857xxxxxx3231	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	149.91	427082xxxxxx2570	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-13	198.70	470701xxxxxx1216	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-21	198.70	524366xxxxxx0296	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	201.68	414720xxxxxx6069	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFAST KETO BOOST

☺ Type a message



**David Flynn** \$0.00  
Set a status





**cb9** 

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NA	2019-10-05 00:00:00	2019-09-15	198.70	426684xxxxxx6507	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx0606	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	201.68	446540xxxxxx2896	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	69.99	438857xxxxxx3231	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	149.91	427082xxxxxx2570	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-13	198.70	470701xxxxxx1216	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-21	198.70	524366xxxxxx0296	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	201.68	414720xxxxxx6069	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1488	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	201.68	426690xxxxxx2133	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	198.70	464018xxxxxx4430	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	464018xxxxxx9338	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	514863xxxxxx3037	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-01	149.91	414740xxxxxx1934	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	149.91	511786xxxxxx3103	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	544927xxxxxx7240	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	426684xxxxxx9751	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	200.69	443045xxxxxx1414	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-28	202.67	414740xxxxxx3892	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-28	198.70	414720xxxxxx9285	ULTRAFAST KETO BOOST



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




**Benita CB911**  
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live:b.oliveira\_11  
Clearwater, United States

More









**Brightree | CB911**  
5 participants




Start call

NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-28	198.70	414720xxxxxx9285	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	202.67	443047xxxxxx9966	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	198.70	552356xxxxxx3261	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-26	149.91	426290xxxxxx8965	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-28	198.70	426684xxxxxx5159	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8431	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-07	200.69	431196xxxxxx1184	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-26	198.70	414720xxxxxx3205	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-27	198.70	414720xxxxxx6955	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	448903xxxxxx2433	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	445320xxxxxx9393	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8954	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	70.69	426684xxxxxx8272	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	152.91	443047xxxxxx1730	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	514616xxxxxx2789	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	149.91	438854xxxxxx4448	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	202.67	459954xxxxxx3765	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-16	198.70	438857xxxxxx0171	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	149.91	514863xxxxxx1336	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	149.91	436618xxxxxx0559	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	514863xxxxxx1336	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-10	208.64	527854xxxxxx0408	ULTRAFAST KETO BOOST 88
NA	2019-10-05 00:00:00	2019-09-22	198.70	436618xxxxxx1228	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	70.69	426290xxxxxx4878	ULTRAFAST KETO BOOST

 Type a message




Type here to search



SIHLER4 010181M

4/20/2024







David Flynn

\$0.00

Set a status



cb9

X

All

People


Messages

Web

Groups


Quickly search for people, messages and groups.

Group chats



Brightree | CB911


5 participants




CB911-Call


3 participants


Skype directory




David Pirtle - VP of Enterprise En


 6 mutual connections


 cb911david


 Clearwater, United States




Eric Dinchev - CB911


 2 mutual connections


 live:e.dinchev




Benita CB911

 3 mutual connections

 live:b.oliveira\_11




 Clearwater, United States

More




Brightree | CB911






5 participants




Start call



NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1214	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3265	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3515	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx6491	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx6620	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-01	198.70	426684xxxxxx2681	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473703xxxxxx0707	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx7785	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx0084	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx3547	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx3887	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-02	69.99	434256xxxxxx5733	ULTRAFAST KETO BOO
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx9288	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-08-23	198.70	406095xxxxxx3202	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx7663	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-09-02	198.70	446542xxxxxx0203	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-02	198.70	414718xxxxxx8606	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-26	200.69	414718xxxxxx1859	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-03	151.41	521333xxxxxx4958	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-25	149.91	438857xxxxxx0474	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-01	198.70	514474xxxxxx4126	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	414740xxxxxx3257	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	198.70	426684xxxxxx5806	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	198.70	426684xxxxxx7910	ULTRAFAST KETO BOOST


 Type a message





**David Flynn** \$0.00  
Set a status





**cb9** 

**All** People Messages Web Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants



Skype directory





**David Pirtle - VP of Enterprise En**  
6 mutual connections  
[cb911david](#)  
Clearwater, United States

**Eric Dinchev - CB911**  
2 mutual connections  
[live:e.dinchev](#)


**Benita CB911**  
3 mutual connections  
[live:b.oliveira\\_11](#)  
Clearwater, United States


More


**Brightree | CB911**   
5 participants





na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-03	151.41	521333xxxxxx4958	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-25	149.91	438857xxxxxx0474	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-01	198.70	514474xxxxxx4126	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	414740xxxxxx3257	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	198.70	426684xxxxxx5806	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	198.70	426684xxxxxx7910	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-08	198.70	426684xxxxxx4672	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-08	69.99	438857xxxxxx4551	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	412039xxxxxx1951	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-19	200.69	426690xxxxxx9276	ULTRAFAST KETO BOOST


It doesn't take long to see that the same cards are in here multiple times 

I am seeing this daily 







 **Rick Rude** added **''' Mike** to this conversation

 Rick, 6:45 PM


@**Mike** what does this look like in authorize and the CRM 





Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
----------	------------	------------	--------	------	---------------------

 Type a message 





**David Flynn** \$0.00  
Set a status



cb9

All

People


Messages

Web


Groups

Quickly search for people, messages and groups.

Group chats




**Brightree | CB911**  
5 participants




**CB911-Call**  
3 participants


Skype directory



**David Pirtle - VP of Enterprise En**  
6 mutual connections  
cb911david  
Clearwater, United States




**Eric Dinchev - CB911**  
2 mutual connections  
live:e.dinchev






**Benita CB911**  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States


More



**Brightree | CB911**  
5 participants



Start call




Rick, 6:45 PM






@Mike

what does this look like in authorize and the CRM


←

Order ID	Alert Date	Trans Date	Amount	CC #	Merchant Descriptor
NA	2019-10-05 00:00:00	2019-09-23	198.70	401532xxxxxx4439	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-07	198.70	511786xxxxxx0638	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx1095	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-15	198.70	426684xxxxxx6507	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	446542xxxxxx0606	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	201.68	446540xxxxxx2896	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	69.99	438857xxxxxx3231	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	149.91	427082xxxxxx2570	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-13	198.70	470701xxxxxx1216	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	426684xxxxxx3449	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-21	198.70	524366xxxxxx0296	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	201.68	414720xxxxxx6069	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1488	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	201.68	426690xxxxxx2133	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	198.70	464018xxxxxx4430	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	464018xxxxxx9338	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	514863xxxxxx3037	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-01	149.91	414740xxxxxx1934	ULTRAFAST KETO BOOST

 Type a message




Type here to search





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4/20/2024



**David Flynn** \$0.00  
Set a status



cb9

All

People


Messages


Web

Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants


Skype directory




**David Pirtle - VP of Enterprise En**  
6 mutual connections  
cb911david  
Clearwater, United States

**Eric Dinchev - CB911**  
2 mutual connections  
live:e.dinchev

**Benita CB911**  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States


More






**Brightree | CB911**  
5 participants




Start call

NA	2019-10-05 00:00:00	2019-10-01	149.91	414740xxxxxx1934	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-02	149.91	511786xxxxxx3103	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-10-04	198.70	544927xxxxxx7240	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-05	149.91	426684xxxxxx9751	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	200.69	443045xxxxxx1414	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-28	202.67	414740xxxxxx3892	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-28	198.70	414720xxxxxx9285	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	202.67	443047xxxxxx9966	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-09	198.70	552356xxxxxx3261	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	198.70	414720xxxxxx8664	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-26	149.91	426290xxxxxx8965	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-28	198.70	426684xxxxxx5159	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8431	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-07	200.69	431196xxxxxx1184	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-08-26	198.70	414720xxxxxx3205	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-08-27	198.70	414720xxxxxx6955	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	198.70	448903xxxxxx2433	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	445320xxxxxx9393	Ultrafast Keto Boost
NA	2019-10-05 00:00:00	2019-09-18	198.70	521333xxxxxx8954	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-30	70.69	426684xxxxxx8272	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	152.91	443047xxxxxx1730	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	514616xxxxxx2789	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-16	149.91	438854xxxxxx4448	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	202.67	459954xxxxxx3765	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-16	198.70	438857xxxxxx0171	ULTRAFAST KETO BOOST

Type a message




Type here to search






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4/20/2024



**David Flynn** \$0.00  
Set a status



**cb9** 

All

People


Messages


Web

Groups


Quickly search for people, messages and groups.


Group chats

**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants



Skype directory





**David Pirtle - VP of Enterprise En**  
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[cb911david](#)  
Clearwater, United States

**Eric Dinchev - CB911**  
2 mutual connections  
[live:e.dinchev](#)







**Benita CB911**  
3 mutual connections  
[live:b.oliveira\\_11](#)  
Clearwater, United States

More


**Brightree | CB911**   
5 participants





NA	2019-10-05 00:00:00	2019-09-23	149.91	436618xxxxxx0559	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	514863xxxxxx1336	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-10	208.64	527854xxxxxx0408	ULTRAFAST KETO BOOST 88
NA	2019-10-05 00:00:00	2019-09-22	198.70	436618xxxxxx1228	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	70.69	426290xxxxxx4878	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-17	198.70	542418xxxxxx6135	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-04	198.70	400022xxxxxx1214	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3265	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx3515	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx6491	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx6620	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-01	198.70	426684xxxxxx2681	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473703xxxxxx0707	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx7785	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx0084	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx3547	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-03	198.70	434256xxxxxx3887	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-10-02	69.99	434256xxxxxx5733	ULTRAFAST KETO BOO
na	2019-10-05 00:00:00	2019-10-03	198.70	434258xxxxxx9288	ULTRAFAST KE
na	2019-10-05 00:00:00	2019-08-23	198.70	406095xxxxxx3202	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	473702xxxxxx7663	ULTRAFAST KE
NA	2019-10-05 00:00:00	2019-09-02	198.70	446542xxxxxx0203	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-02	198.70	414718xxxxxx8606	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-26	200.69	414718xxxxxx1859	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST

 Type a message 





**David Flynn** \$0.00  
Set a status



cb9

All

People


Messages

Web


Groups

Quickly search for people, messages and groups.

Group chats




**Brightree | CB911**  
5 participants




**CB911-Call**  
3 participants


Skype directory



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




**Benita CB911**  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States

More



**Brightree | CB911**  
5 participants



Start call

na	2019-10-05 00:00:00	2019-10-02	149.91	426684xxxxxx2999	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-30	149.91	441712xxxxxx0700	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-03	151.41	521333xxxxxx4958	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-25	149.91	438857xxxxxx0474	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-10-01	198.70	514474xxxxxx4126	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-10-03	198.70	414740xxxxxx3257	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-23	198.70	426684xxxxxx5806	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-29	198.70	426684xxxxxx7910	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-08	198.70	426684xxxxxx4672	ULTRAFAST KETO BOOST
na	2019-10-05 00:00:00	2019-09-08	69.99	438857xxxxxx4551	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-21	198.70	412039xxxxxx1951	ULTRAFAST KETO BOOST
NA	2019-10-05 00:00:00	2019-09-19	200.69	426690xxxxxx9276	ULTRAFAST KETO BOOST

Rick Rude, 10/5/2019

←

Guys I'm still having huge issues with this alert system


Rick Rude, 10/5/2019






←


It doesn't take long to see that the same cards are in here multiple times

Rick Rude, 10/5/2019

I'm pretty sure that when you guys are doing this you are running up our charges


 Type a message








SIHLER4 010137M 4/20/2024



**David Flynn** \$0.00  
Set a status



**cb9** 

All

People


Messages


Web

Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants


Skype directory





**David Pirtle** - VP of Enterprise En  
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cb911david  
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**Eric Dinchev** - CB911  
2 mutual connections  
live:e.dinchev


**Benita** CB911  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States


More

**Brightree | CB911**  
5 participants





I'm pretty sure that when you guys are doing this you are running up our charges




anthony, 6:47 PM


Ok I am forwarding this to the team now.




anthony, 7:01 PM

we just pass what comes from the alert networks. There's no running up charges, alerts come directly from the networks based on his descriptors. But the team is looking into it.




anthony, 7:06 PM


They are going to dig into it a little further but want to hop on a call Monday afternoon.





Sunday, October 6, 2019

Ben, 12:12 AM

You can only ever be charged one alert per transaction btw if that is the concern.





 **Ben Scrancher** added  **Brandon Figueroa** to this conversation






Tuesday, October 15, 2019


5:03 PM



Guys I am seeing multiple orders where we are getting chargebacks from orders that were already refunded.




 Type a message



**David Flynn** \$0.00  
Set a status



**cb9** 

All

People


Messages


Web

Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants


Skype directory





**David Pirtle - VP of Enterprise En**  
6 mutual connections  
cb911david  
Clearwater, United States

**Eric Dinchev - CB911**  
2 mutual connections  
live:e.dinchev

**Benita CB911**  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States


More

**Brightree | CB911**  
5 participants



Guys I am seeing multiple orders where we are getting chargebacks from orders that were already refunded.

Wednesday, October 16, 2019


Brandon, 5:58 AM

Hey David!


On these refunded orders, are they refunded from our alerts or just regular customer service refunds (or both)?

As much as it shouldn't be this way, there isn't actually a mechanism at the issuing bank level that "checks" if a customer has been refunded before the chargeback is filed. We would love if the bank reps did their due diligence and made sure there wasn't a refund on file when the customer is attempting to file a dispute, but most of the time they do not do these checks. If the customer files the dispute online or via an app on their phone, then there definitely wouldn't be anything or anyone checking if there was a refund given prior.


If you're seeing this from the alerts, I want you to know that each month, we take a look at all the CBs that have come in and cross reference with the alerts we've provided to you in the past. If we find that any of the chargebacks were actually alerts in the past, then we would credit you that alert fee. This way you don't pay for alerts that turn into chargebacks.









Monday, October 21, 2019

Brandon, 8:44 AM


Hey David! Hope you had a great weekend!






Type a message





**David Flynn** \$0.00  
Set a status





**cb9** 

**All** People Messages Web Groups


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Group chats

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**CB911-Call**  
3 participants


Skype directory





**David Pirtle - VP of Enterprise En**  
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More

**Brightree | CB911**  
5 participants



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Wednesday, October 16, 2019


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
Monday, October 21, 2019

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Type a message








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 Set a status





**cb9**



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Quickly search for people, messages and groups.

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**Brightree | CB911**  
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**CB911-Call**  
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**Skype directory**



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 Clearwater, United States


More



**Brightree | CB911**



5 participants


**Start call**

chargebacks were actually alerts in the past, then we would credit you that alert fee. This way you don't pay for alerts that turn into chargebacks.

Monday, October 21, 2019



Brandon, 8:44 AM

Hey David! Hope you had a great weekend!

So I put in the request to get you automatically credited for the alerts that turned into chargebacks after our messages above last week, but I was reminded that we recently moved you onto the enriched alerts. Since with the enriched alerts we are not doing full refunds, that negates our ability to apply for credits from the networks as they require full refunds in order for a credit to be eligible.

So the benefit here with enriched is that you will save a ton of money on the lowered refunds, but on the other hand you would lose eligibility for credits if those turned into chargebacks.


On the plus side here, we just started getting inquiries through VMPI for you and those will automatically be credited if they turn into CBs 😊






Thursday, December 19, 2019

1:02 PM


We have a new mid we need to add to alerts and CB responses. Going through authorize. Login info sent over

BETTER BOOST KETO 702-3331690  
BETTER BOOST KETO 512-2537024
















**David Flynn** \$0.00  
 Set a status





**cb9**



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 live:b.oliveira\_11  
 Clearwater, United States

More



**Brightree | CB911** ⚙️  
 5 participants



Thursday, December 19, 2019

1:02 PM

We have a new mid we need to add to alerts and CB responses. Going through authorize. Login info sent over


BETTER BOOST KETO 702-3331690  
 BETTER BOOST KETO 512-2537024

Login ID: JaneSmith911boost  
 An activation email has been sent to: [j.smith@chargebacks911.com](mailto:j.smith@chargebacks911.com)

I believe those are the descriptors. Was changed to the bottom one on day 2


Looks like 17 chargebacks in so far in about a week. What do you need to get info on these?

scratch that. Looks like 8. Need to check with processor. Looks like someone has responded to these. Not sure who









Brandon, 1:08 PM  
 Hey David! Thanks for the info, I'm gonna add Nick to this chat real quick 😊

Brandon Figueroa added Nick Carroll to this conversation




Nick, 1:10 PM








Skype [27]

David Flynn \$0.00  
Set a status



cb9



All

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Quickly search for people, messages and groups.


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Brightree | CB911  
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CB911-Call  
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Skype directory




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live:b.oliveira\_11  
Clearwater, United States


More

Brightree | CB911  
5 participants



Start call

Brandon Figueroa added Nick Carroll to this conversation

Nick, 1:10 PM


Hi DAvid. Got the Authorize e-mail. For CB representments and to get the thing implemented we'll just need the Processor login also

Was that also e-mailed over to J.smith? She saw the one come through but hasn't seen another just yet. Want to make sure the other gets knocked out also.

1:11 PM


Yes. Just set it up

Login ID: [ JaneSmith911boost ]  
User Role: Account Administrator  
Title: ManagerPhone: 8776349808  
Mobile:  
Email: [j.smith@chargebacks911.com](mailto:j.smith@chargebacks911.com)

Nick, 1:14 PM

Gotcha. I'll have her keep an eye out for the Processor Credentials.


I do see that the Gateway Credentials for Authorize.net have been received. Do we know which e-mail we should be looking for these Processor Credentials to come from?

Nick, 1:42 PM

Type a message





Skype [27]



David Flynn

\$0.00

Set a status



cb9

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Group chats



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5 participants




CB911-Call


3 participants


Skype directory




David Pirtle - VP of Enterprise En


 6 mutual connections


 cb911david


 Clearwater, United States




Eric Dinchev - CB911


 2 mutual connections


 live:e.dinchev




Benita CB911

 3 mutual connections

 live:b.oliveira\_11




 Clearwater, United States

More




Brightree | CB911

5 participants




Start call



Nick, 1:14 PM

Gotcha. I'll have her keep an eye out for the Processor Credentials.

I do see that the Gateway Credentials for Authorize.net have been received. Do we know which e-mail we should be looking for these Processor Credentials to come from?




Nick, 1:42 PM

Hi David. Looks like we still haven't seen any Processor Credentials come through via e-mail or here. We still only have the Authorize.net login which is just the Gateway.

2:14 PM

OK I'm looking into it.

2:15 PM




Nick, 2:15 PM

Thank you, sir! Looks like Jane has headed out for the day but once we have that Processor name we can chase that for you.

Thanks!


Tuesday, December 24, 2019








Nick, 7:04 AM


Hi Guys. Hope you guys have a wonderful Christmas.

Just in follow-up I haven't seen login information hit for this MID's Processor yet. We were able to dig in to

 Type a message




Type here to search






SIHLER4 010194M

4/20/2024



**David Flynn** \$0.00  
Set a status



**cb9** 

All

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Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants


Skype directory





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**Benita** CB911  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States


More

**Brightree | CB911**  
5 participants





Thanks!


Tuesday, December 24, 2019



Nick, 7:04 AM

Hi Guys, Hope you guys have a wonderful Christmas.  
  
Just in follow-up I haven't seen login information hit for this MID's Processor yet. We were able to dig in to the Authorize.net login and get the MID Number which we're using to get the Alerts enrolled. We still just need that Processor login for the representment services.




Brandon, 7:52 AM





**Brandon Figueroa** has removed **anthony pugliese** from this conversation






Thursday, December 26, 2019

Nick, 11:27 AM

Hi Everyone,  
  
Hope you had a Merry Christmas. Reaching out here to confirm that we received the MYMerchant Login for




Type a message







Skype [27]




David Flynn

\$0.00

Set a status



cb9



All

People


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Web

Groups


Quickly search for people, messages and groups.

Group chats



Brightree | CB911


5 participants




CB911-Call


3 participants


Skype directory




David Pirtle - VP of Enterprise En


 6 mutual connections


 [cb911david](#)


 Clearwater, United States




Eric Dinchev - CB911


 2 mutual connections


 [live:e.dinchev](#)




Benita CB911

 3 mutual connections

 [live:b.oliveira\\_11](#)




 Clearwater, United States

More




Brightree | CB911

5 participants



Start call




Nick, 11:27 AM

Hi Everyone,

Hope you had a Merry Christmas. Reaching out here to confirm that we received the MXMerchant Login for your new MID from Aaron today. As such we're getting that fully integrated for chargeback services.


Thanks!

Thursday, January 2, 2020




Nick Carroll

 added 



Melissa Fitzsimmons


 to this conversation



Nick, 10:16 AM


Hi Guys,

Adding Melissa in to this chat from the CB911 Side. She's part of our Client Success team and is going to be at ASW this month. I wanted to be sure you guys could connect prior as I also know she has some expertise in some of the issues I know David and I had discussed.









Melissa Fitzsimmons


 has renamed the conversation to "Brightree | CB911 "



Melissa, 10:29 AM

 Type a message






Type here to search

SIHLER4\_010196M  
4/20/2024



**David Flynn** \$0.00  
Set a status

cb9

All

People


Messages


Web

Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants


Skype directory

**David Pirtle - VP of Enterprise En**  
6 mutual connections  
cb911david  
Clearwater, United States

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live:e.dinchev

**Benita CB911**  
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live:b.oliveira\_11  
Clearwater, United States

More


**Brightree | CB911**  
5 participants

Search


Image


People

Start call

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Adding Melissa in to this chat from the CB911 Side. She's part of our Client Success team and is going to be at ASW this month. I wanted to be sure you guys could connect prior as I also know she has some expertise in some of the issues I know David and I had discussed.


 **Melissa Fitzsimmons** has renamed the conversation to "Brightree | CB911 "

Melissa, 10:29 AM

Hey Gentlemen! I have heard the best things about you from Brit at Paysafe and Ryan at MiCamp!

And Nick, of course


Monday, January 20, 2020

Melissa, 10:36 AM

@**David** - was trying to get a hold of you, but I have good news, haha.

10:41 AM


I'll call in a few.


Melissa, 11:17 AM


Sounds good!


😊


Type a message












Type here to search




SIHLER4\_010197M

4/20/2024





Skype [27]




David Flynn

\$0.00

Set a status



cb9



All

People


Messages

Web

Groups


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Group chats



Brightree | CB911


5 participants




CB911-Call


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Skype directory




David Pirtle - VP of Enterprise En


 6 mutual connections


 cb911david


 Clearwater, United States




Eric Dinchev - CB911


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Benita CB911

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


 Clearwater, United States

More



Brightree | CB911

5 participants




Start call


@David - was trying to get a hold of you, but I have good news, nana.

10:41 AM


I'll call in a few.




Melissa, 11:17 AM


Sounds good! 

Wednesday, January 22, 2020





Melissa, 8:27 AM


@David - can you do lunch on Tuesday, the 28th at Noon at the Bellagio? 




Melissa, 12:39 PM

I am holding our CEO's slot if someone can loop me in with David's assistant to confirm 



Please and thank you 

Let me help buy you lunchhhh lol 


Thursday, January 23, 2020




Melissa, 8:43 AM






@David  

Wednesday, January 29, 2020




Nick, 1:40 PM

 Type a message



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SIHLER4\_010198M


4/20/2024

2




**David Flynn** \$0.00  
 Set a status






**cb9**


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**Group chats**



**Brightree | CB911**  
 5 participants


**CB911-Call**  
 3 participants



**Skype directory**






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 Clearwater, United States

More



**Brightree | CB911**

 5 participants








Thursday, January 23, 2020


 Melissa, 8:43 AM  
 @David 😊

Wednesday, January 29, 2020


 Nick, 1:40 PM





**5621\_Brightree\_Holdings\_...**  
 1.8 MB | MS Excel






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Hi Guys, Just wanted to pop in as we've completed the Q4 ROI. I'm attaching that here. For this report we went back and re-checked all cases since you started with CB911 through December 31 to make sure that we saw any cases that may have become Pre-Arbs.


As you can see we saw the overall win rate dip a bit since the previous report due to some incoming 2nd Chargebacks on those older transaction with the issues we were aware of (true fraud and shipping issues). However we still saw a net ROI of over \$500,000 since starting with CB911.



I know I'd already sent over the Quarterly Diagnostic, and would love to carve out some time to go through the reporting! Let me know if there's a time that works best for you. I know ASW is this week so there are



 Type a message



**David Flynn** \$0.00  
Set a status





**cb9** 

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


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cb911david  
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More

**Brightree | CB911**   
5 participants







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I know I'd already sent over the Quarterly Diagnostic, and would love to carve out some time to go through the reporting! Let me know if there's a time that works best for you. I know ASW is this week so there are probably other things occupying your time. But if things are a bit quieter next week, maybe that would work.


Thursday, January 30, 2020


**Nick**, 1:52 PM



Hi **@David** Just wanted to let you know that we got the request from Jamie to have all of the statements from 2019 resent over for reconciliation and the finance team got those out. If they need anything else, we can shoot those over no problem!


Monday, May 4, 2020







**Melissa**, 3:54 PM




Hey **@Nick**



Can we keep all the Brighree comms here moving forward?


**@David** for your reference as well 🙄 

 Type a message 



**David Flynn** \$0.00  
Set a status



**cb9** 

All

People


Messages


Web

Groups


Quickly search for people, messages and groups.


Group chats


**Brightree | CB911**  
5 participants

**CB911-Call**  
3 participants



Skype directory





**David Pirtle** - VP of Enterprise En  
6 mutual connections  
cb911david  
Clearwater, United States



**Eric Dinchev** - CB911  
2 mutual connections  
live:e.dinchev


**Benita** CB911  
3 mutual connections  
live:b.oliveira\_11  
Clearwater, United States


More



**Brightree | CB911**   
5 participants



Hey @Nick 

Can we keep all the Brighree comms here moving forward? 

@David - for your reference as well 

**Melissa Fitzsimmons** has removed **Ben Scrancher** from this conversation


6:59 PM







Will do. We've got a bunch of new mids on nmi. Will look at adding you tonight.

Wednesday, May 6, 2020

10:35 AM


Can we look into this. Had 35 CB's come in on old nuvei account on 4/29. Another 38 on 4/30. That puts it well over 100 in a few days. And look at this crap. I don't believe a customer charged back a \$5 restocking fee from 8/31 but here it is. Nuvei is ether just putting these through as chargebacks or calling the customers and offering them free money. Also on nuvei portal is says quality of goods and services dispute. On yours it says merchandise not received. We need to figure out what's going on here or they're going to bleed us to death and also use this to hold up releasing any reserve funds.



 Type a message 





Skype [27]




David Flynn

\$0.00

Set a status



cb9



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CB911-Call


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David Pirtle - VP of Enterprise En


 6 mutual connections


 [cb911david](#)


 Clearwater, United States




Eric Dinchev - CB911


 2 mutual connections


 [live:e.dinchev](#)




Benita CB911

 3 mutual connections

 [live:b.oliveira\\_11](#)




 Clearwater, United States

More



Brightree | CB911

5 participants



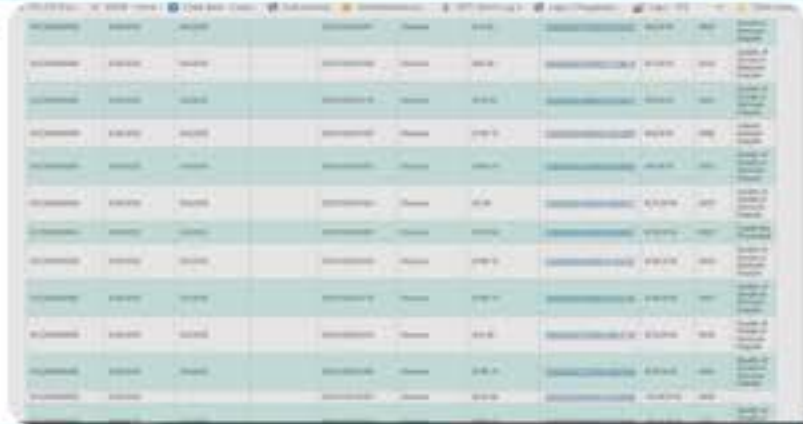
Start call

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I see 81 new chargebacks on your system on nuvei since 4/20. It looks like more in their portal but maybe that's including other stuff.








Nick, 11:17 AM


Hey David,

yeah I was talking with the head of our client relations team today on this one to check through and we've

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SIHLER4 010202M

4/20/2024



**David Flynn** \$0.00  
Set a status





**cb9** 

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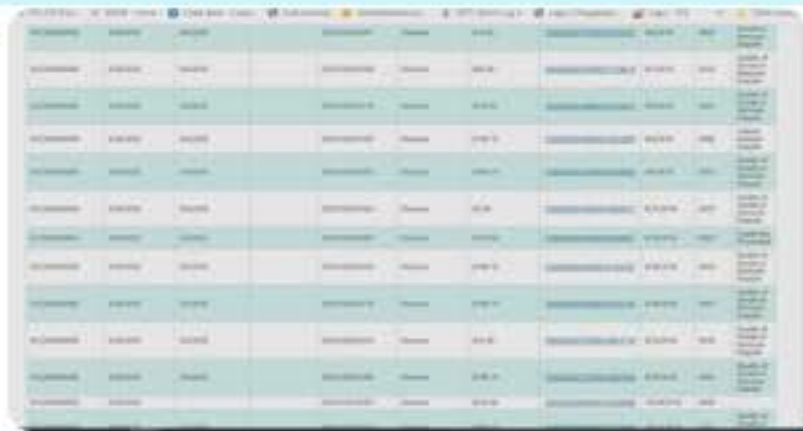
**Benita CB911**  
3 mutual connections  
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Clearwater, United States

More


**Brightree | CB911**  
5 participants



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yeah I was talking with the head of our client relations team today on this one to check through and we've arrived at the a similar place regarding the chargebacks.

You are correct regarding the counts, those reports do include some status updates so after we scrub the data we come to the CB count currently in the CB911 system.


They most certainly are very very strange, and convenient based on what you're experiencing. What we aren't seeing is a smoking gun on the origins. These chargebacks are spread out throughout the time the MID was open and from separate card numbers so there's no one customer that looks to be the culprit.



Regarding the reason category. Looks like this category can encompass a few different things and the


Type a message





**David Flynn** \$0.00  
Set a status





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Regarding the reason category. Looks like this category can encompass a few different things and the wording we've selected is just the most common reason. I've put a ticket in to our team to have that updated. These are falling under the "quality of goods and services" category.

Our recommendation at this point, especially as you have the pending litigation would be to look to utilize your customer service teams to try to reach out to these customers yourselves. This could be a very simple conversation of "we saw that you filed a chargeback regarding our product and just wanted to understand what prompted that choice to help us improve moving forward". If your team comes back and says "of these 81 cases we spoke to 50 people and NONE of them asked for a chargeback" you're in a position of informational power to use that to prompt Nuvei and Discover. "Hey here's what we found, so if the customer didn't ask for this, we need you to tell us how these happened". This may mean you'll get an answer of "we flagged the descriptor and our customer success team charged back all purchases from that 90 day period but at least it'll be the company on the record stating why these chargebacks occurred."

11:19 AM

That's what we thought. Could they flag these for chargebacks and then keep the money, never distributing it.



Type a message



Type here to search



SIHLER4\_010204M

4/20/2024

2